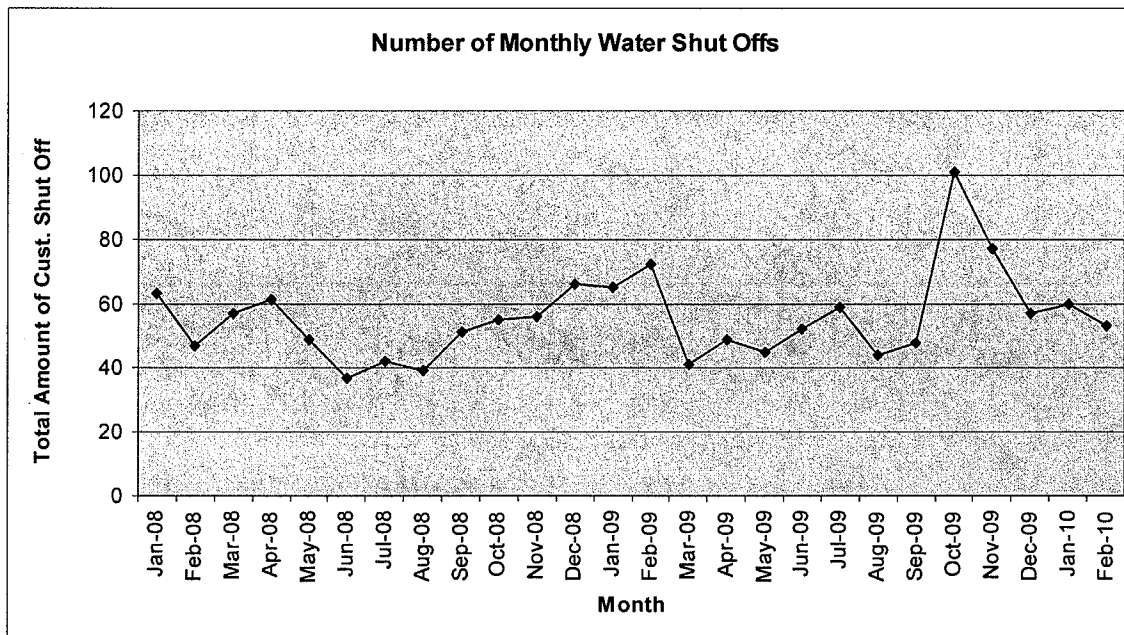


Water Shut off Analysis



-Average amount of customers being shut off, over a 26 month period is 55 per month.

-Weighted average of customers being shut off (55 per month) is 1.786% of total customer accounts of 3,080 that are serviced by the Town.

-Send out 250 to 300 shut off notices, average amount of customers being shut off (55), 78% of people are getting shut off notices and paying, 22% are not.

Example of Utility Billing Process (Scenario assuming customer moved in and started service effective January 1st):

- Meters read on last week of the month of January.
- Bills for January usage sent out on the 1st of February.
- Bills for January usage are due by 15th of February.
- Late notices for January usage sent on 20th of February.
- Bills sent out March 1st for February utility usage.
- March 15th, 30 days from February 15th due date for January utility usage, per Municipal Code *Section 13-73 d, Article II*, February bills are due and delinquent accounts subject to utility turn-off since they are 30 days past due.
- March 20th shut off notices sent out for January and late notices for February (subject to water shut off for past due amount of January if payment isn't received by end of March).
- Bills sent out April 1st for utility usage in March.
- First Tuesday in April water shut-off for delinquent accounts past 30 days due (January).